

Dear Customer,

Your Itinerary

Your e-ticket and itinerary has been sent to [Your Email](#). to ensure that you receive the mail, kindly add info@pateltoursandtravels.com to your address book safe list.

We recommend you print page for your personal record.

Onward Trip Ticket

Passenger Name	Yogini Mistry		
PNR No.	9635721	Sub Route	Baroda to Mumbai
Route Name	Baroda to Mumbai 2x 1 (36) slp non a/c		
Book Date & Time	12-12-2014 - 04:10 PM	J-Date & Time	13-12-2014 - 08:30 PM
Reporting Time	MUST BE BEFORE 20 MINUTES FROM JOURNEY TIME.	Journey Day	Saturday
PickUp Point	Pandya Bridge		
Total Fare (Rs.)	800.00	Total Pax	1
Seat Names	P		

Coupon Code

Discount (Rs.)

0.00

Additional Information

Use your PNR No. on for all communication with Patel Tours And Travels(PATEL) about this booking of ticket number serves as confirmation of your ticket status, please carry a print out of this e-ticket and present it to the bus counter at time of check in carry photo identification, you will need it as proof of identity while checking in.

It is a right of Patel Tours And Travels(PATEL) to allow passengers to travel showing SMS in their Registered Mobile Number with Patel Tours And Travels(PATEL) at the time of booking and it is also mandatory to show ID proof, without which entry in the Bus is not allowed or said to be unauthorized entry. However, if you have taken a print-out of SMS and show your ID proof, it will be taken as permissible mode of ticket.

All Passengers are required to report 15 minutes prior to departure time of the bus. No claim will be entertained.

Boarding of Passengers

Passengers shall report at the boarding point at least 15 minutes prior to the scheduled departure. Passengers who do not report on time will be termed as NO-SHOW passenger and will be denied boarding and not entitled for any refund of the ticket amount. Patel Tours And Travels(PATEL) reserves the right to deny boarding to passengers who are under the influence of alcohol or owing to any misconduct of behavior/critically ill/stretchers borne which may not be deemed safe for travel by Patel Tours And Travels(PATEL)

Photo Identification

Passenger shall present valid e-Ticket & in Mobile SMS along with a valid photo identity card of at least one of the passengers of the group issued by one of the government authorities otherwise they will be denied boarding and not entitled for refund.

Baggage

Passengers should not carry any goods like weapons, inflammables, firearms, ammunition, drugs, liquor, smuggled goods etc. and any other articles that are prohibited under law. Maximum baggage allowed per passenger is 15 Kg, excess baggage will be permitted on payment of charges as per Patel Tours And Travels(PATEL)'s rules. Patel Tours And Travels(PATEL) shall not take responsibility in the event of loss or damage to the passenger luggage. Patel Tours And Travels(PATEL) reserves the right to disallow any excess baggage carried by the passengers. Patel Tours And Travels(PATEL) highly recommends that you remove all valuables (cameras, jewelry, money, electronics, perishables, etc.) and medication from your luggage. In case, the passenger decides to carry any valuables against the above advice they will do this at their own risk and shall not hold Patel Tours And Travels responsible for any pilferage/ damage etc. to such valuables. Patel Tours And Travels(PATEL) assumes no liability for wear and tear to luggage any guest with medical condition or history will travel at his / her own risk and consequences.

Delay of Service

Patel Tours And Travels(PATEL) may delay a bus without any prior notice in case of circumstances beyond its control. In such circumstances Patel Tours And Travels(PATEL) delays a bus more than 2 hours. Patel Tours And Travels(PATEL) may reschedule the journey on the next Patel Tours And Travels(PATEL) service in the same sector subject to availability **without any extra charge** based on the passenger's conveyance or enable the full refund of the ticket as paid by the passengers. The passenger will have to CANCEL or RESCHEDULE the ticket before the departure of the delayed service else the ticket will become a NO-SHOW and will not be entitled to any REFUND or RESCHEDULE. Patel Tours And Travels(PATEL) is not responsible for the delays caused en route due to unavoidable circumstances like traffic jams etc.

Cancellation of Service

Patel Tours And Travels(PATEL) may CANCEL a service without any prior notice in case of circumstances beyond its control. In such circumstances Patel Tours And Travels(PATEL) shall either RESCHEDULE the journey for travel on the next Patel Tours And Travels(PATEL) service in the same sector, Subject to availability without any extra charge based on the passenger's conveyance or enable a FULL REFUND of the ticket as paid by the passenger and shall be under no further liability to the passenger. The passenger will be required to collect the refund from the point of purchase.

Passenger may CANCEL their ticket minimum **6 hours** before the journey.

In case of API availed by Agents /Franchisee, refunds to be claimed need to be submitted within **48 hours** of the said cancelled bus.

In case of cancellation of tickets, cancellation charges as applicable will be levied.

Cancellation Cutoff Time	Cancellation Deduction
Below 6 Hours	100 %
Between 6 To 24 Hours	60 %
Between 24 To 48 Hours	50 %
More Than 48 Hours	15 %

Breakdowns

In case of any breakdowns en route Patel Tours And Travels(PATEL) will refund the amount on a prorate basis at the Patel Tours And Travels(PATEL) booking counters situated at the origin or destination of the journey. Patel Tours And Travels(PATEL) will not make any alternate arrangements of travel for breakdowns en route. Patel Tours And Travels(PATEL) is not responsible for any breakdowns of audio, video and air conditioning equipment en route or in the middle of the journey.

Pets

Patel Tours And Travels does not allow any pets on board its service.

Contact Information

Patel Tours And Travels Helpline (08:00 AM To 11:00 PM): 09974378888/09228009330

Patel Tours And Travels Customer Support Email (Response Time 3 Working Days): info@pateltoursandtravels.com